Engage for Health

A Partnership for Improved Patient-Doctor Communication

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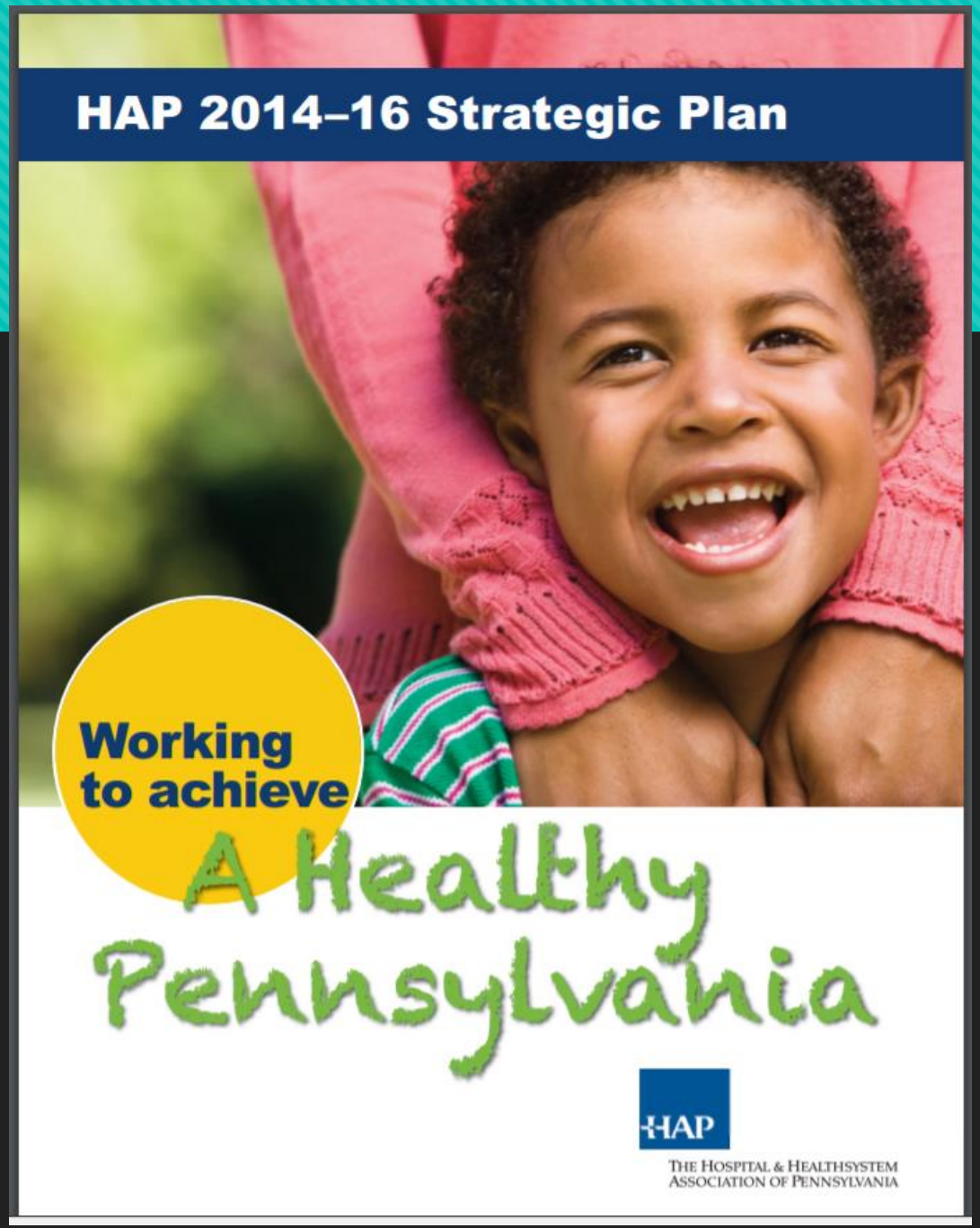
About HAP

- The Hospital and Healthsystem Association of Pennsylvania (HAP) is a non-profit organization with more than 240 hospitals and health system members across the continuum of care
- HAP's vision: A Healthy Pennsylvania
- HAP's strategies—to help its members achieve the goals of CMS' "Triple Aim"—include:
  - Becoming more consumer-focused and "supporting hospitals as they connect to consumer and patients to promote good health and active involvement in their health care."



Regional Medical Libraries

Explore the pinpoints below and learn more about the NNLM Regional Medical Libraries and their respective territories.

URL for National Network of Libraries of Medicine and URL for NNLM MAR

Discussion: What Brought You to this Session?

What is ‘Engage for Health’?

Community Education Program

- Patient Advocacy Program
- Improve Doctor-Patient Communication
- Encourage partnerships (hospitals, libraries and community-faith based organizations

URL to ‘Engage for Health’ Resource Guide

The Beginning of 'Engage for Health'

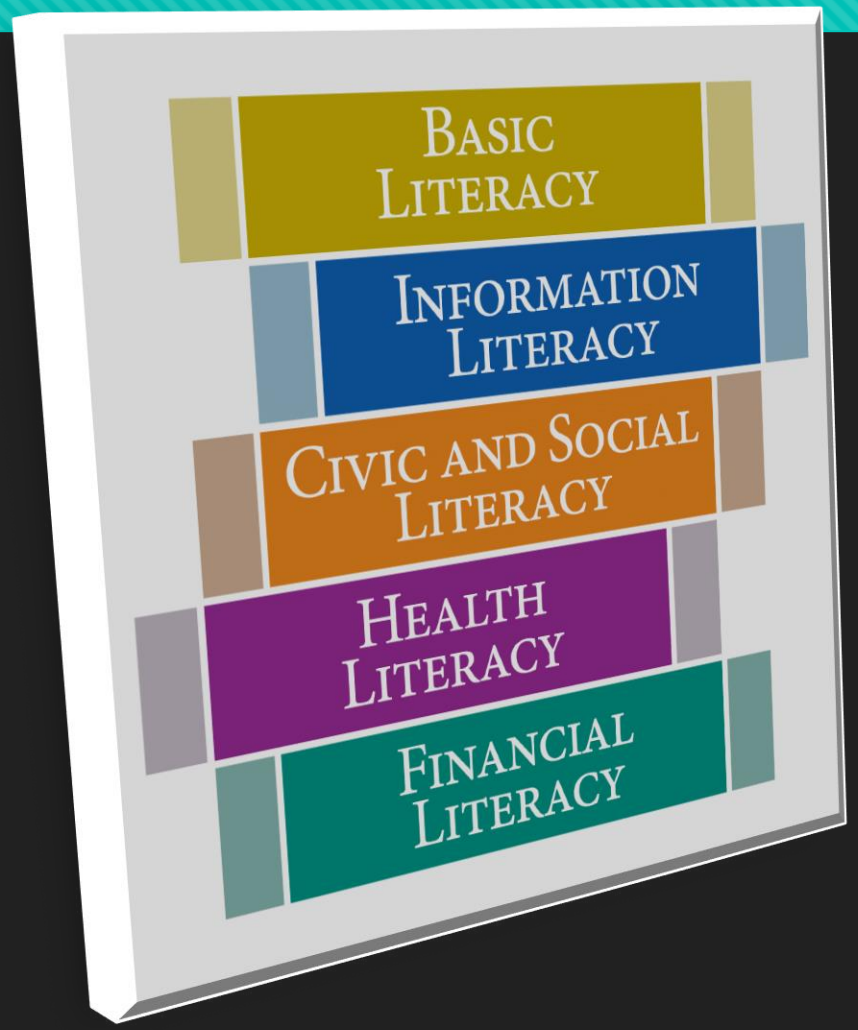
HAP's strategic plan led HAP to:

- Become a partnering organization in PaLa's "PA Forward"
- Include "teach back" training for hospitals in its "Pennsylvania Hospital Engagement Network (PA-HEN)"
- Develop other patient engagement strategies and tools

The Beginning of 'Engage for Health' cont...

- HAP's clinical staff used its expertise in the 'teach-back' technique to develop Engage for Health
- Engage for Health was launched in during October 2014 (Health Literacy Month) in the following ways:
  - Presented at PaLA Annual Conference
  - Shared with HAP Members
  - Shared with PA Lawmakers

‘Why Engage for Health’ and PA Forward



- Pennsylvania Library Association (PaLA) – PA Forward Initiative
- Community Engagement
- Health Literacy Education Program
  - Replicable
  - Built in Evaluation

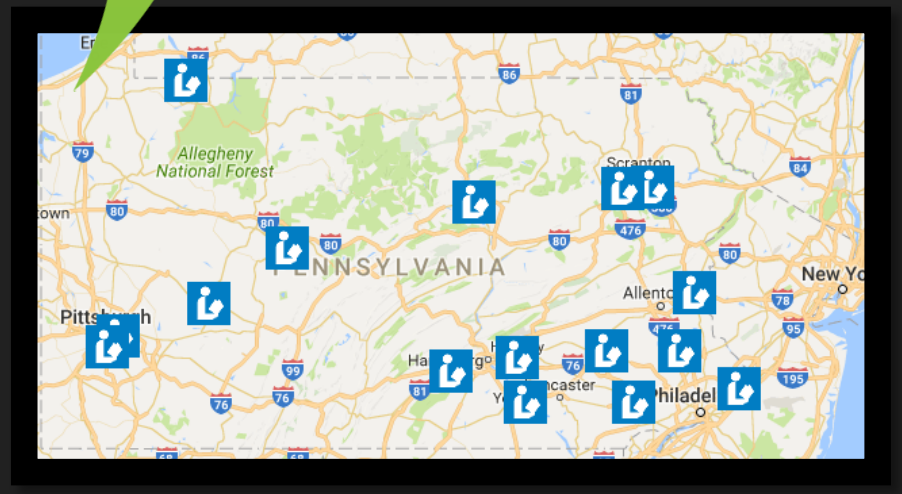
Pilot Project Expectations

- **NNLM was interested in:**
  - Creating a replicable program for libraries (of all types)
  - Evaluation
  - Supporting Precision Medicine Initiative
  - Promoting Partnerships with local Health Care Providers

- **HAP was interested in:**
  - Supporting efforts to measure the program's effectiveness
  - Supporting efforts to further share the program with libraries across Pennsylvania
  - Assisting Pennsylvania libraries to partner with their community hospital

Pilot Project – Overview

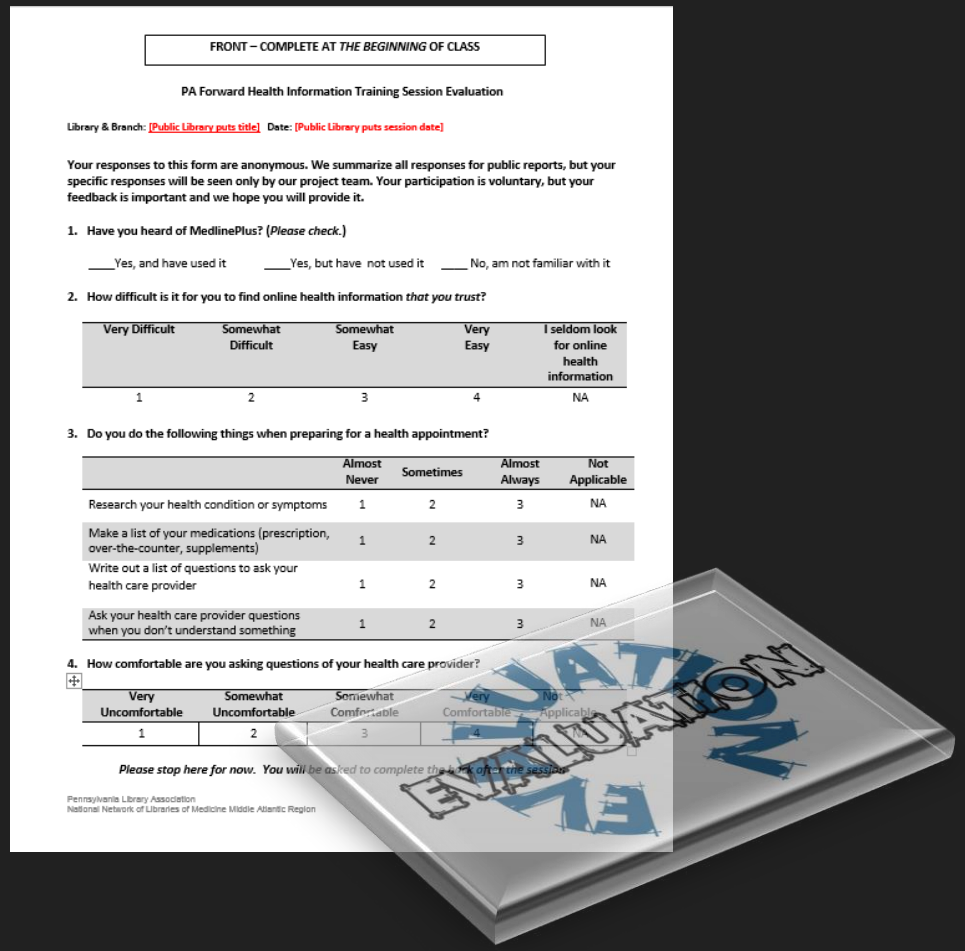
Engage for Health



Enhance professional skills of participating public library staff

- 17 public libraries participate in a year long project
- Teach NLM Resources (MedlinePlus and) to public library staff
- Materials (from NLM, HAP and AHRQ)
- Create a successful replicable program for libraries of all types

Engage for Health Evaluation



FRONT – COMPLETE AT *THE BEGINNING* OF CLASS

PA Forward Health Information Training Session Evaluation

Library & Branch: [Public Library puts title] Date: [Public Library puts session date]

Your responses to this form are anonymous. We summarize all responses for public reports, but your specific responses will be seen only by our project team. Your participation is voluntary, but your feedback is important and we hope you will provide it.

1. **Have you heard of MedlinePlus? (*Please check.*)**

____Yes, and have used it ____Yes, but have not used it ____ No, am not familiar with it

2. **How difficult is it for you to find online health information *that you trust*?**

Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy	I seldom look for online health information
1	2	3	4	NA

3. **Do you do the following things when preparing for a health appointment?**

	Almost Never	Sometimes	Almost Always	Not Applicable
Research your health condition or symptoms	1	2	3	NA
Make a list of your medications (prescription, over-the-counter, supplements)	1	2	3	NA
Write out a list of questions to ask your health care provider	1	2	3	NA
Ask your health care provider questions when you don't understand something	1	2	3	NA

4. **How comfortable are you asking questions of your health care provider?**

Very Uncomfortable	Somewhat Uncomfortable	Somewhat Comfortable	Very Comfortable	Not Applicable
1	2	3	4	NA

Please stop here for now. You will be asked to complete the back after the session.

Pennsylvania Library Association
National Network of Libraries of Medicine Middle Atlantic Region

- **NLM Resources and Program**
  - MedlinePlus
  - 'Engage for Health' Materials
- **Evaluation Methods**
  - Logic Models
  - Appreciative Inquiry
  - Pre and Post Test Design

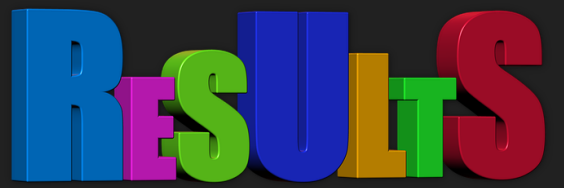
Pilot Project Findings

Overall Participation

- 150 adult participants from the 17 libraries
- Collected 132 pre-post assessment evaluation forms (88%)

Evaluation Findings (Attendees)

- 98% rated the program positively
- 95% asked questions of their health care providers for clarification and 86% reported they are comfortable asking questions when they didn't understand something
- 92% had never used MedlinePlus
- 78% had never heard of MedlinePlus
- 78% sometimes or always research their health conditions
- 68% write out their health questions prior to medical appointments



Value of Partnering

- **Existing Relationships**
- **New Relationships**
  - HAP provided partners
- **Various Agency Types**
  - Hospitals
  - Health Care Centers
  - Senior Centers

Questions

Engage for Health

Taking an active role in your health care.

HAP
The Hospital + Healthsystem Association of Pennsylvania

NIH NLM NNLM
National Network of Libraries of Medicine

Engagement

What is engagement?

- Listen
- Understand
- Ask questions

Why is engagement important?

- Better health and satisfaction

Tips to Stay Engaged

- Take a friend or family member with you
- Write things down
- Repeat back what you've heard
- Ask questions

Communication

"*The single biggest problem in communication is the illusion that it has occurred.*"

—George Bernard Shaw

Questions are the Answers

URL for AHRQ Waiting Room Video

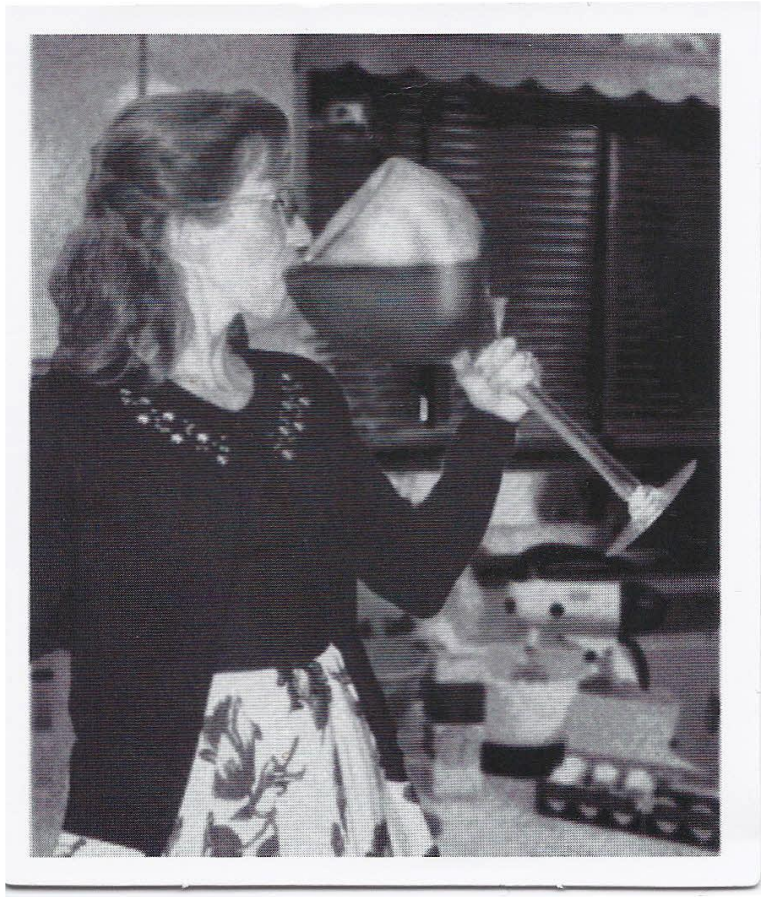
3 Types of Questions

- ***What*** is this test for?
- ***What*** are my choices?

- ***Why*** do I need this treatment?
- ***Why*** do I need to decrease how much salt I eat?

- ***How*** often do I need to take the medication?
- ***How*** do you spell the name of that drug?

What Did You Hear?



Activity-Role Play

U.S. National Library of Medicine

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1 2 3 4 ▶

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Milder Autism Typically Diagnosed Later in Girls

Women's Brains May Have Tougher Time Recovering from Concussion

More health news

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Engage for Health

URL for MedlinePlus

Talking With Your Doctor

On this page

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Summary

How well you and your doctor communicate with each other is one of the most important parts of getting good health care. Being prepared can help make the most of your visit. Here are some things you can bring:

- Lists of your concerns, any allergies and all the medicines, herbs, or vitamins you take
- A description of symptoms - when they started, what makes them better
- A trusted friend or family member
- A way to take notes during your appointment

Get Talking With Your Doctor updates by email

Enter email address GO

MEDICAL ENCYCLOPEDIA

Make the most of your doctor visit

URL for Talking With Your Doctor (MedlinePlus)

URL for Talking to Your Doctor (TeensHealth)

Questions?

Communication is Key!

URL for House MD Video

Image from Fox

For More Information Contact:

National Network of Libraries of Medicine, Middle Atlantic Region

http://nnlm.gov/mar/

nnlmmar@pitt.edu

412.648.2065

This presentation was adapted from the 'Engage for Health': Tools for Health Literacy Community Education from The Hospital & Healthsystem Association of Pennsylvania.

This project is funded by the National Library of Medicine, National Institutes of Health, Department of Health and Human Services, under Cooperative Agreement Number UG4LM012342 with the University of Pittsburgh, Health Sciences Library System.

Discussion: What are your thoughts about the 'Engage for Health' program?

‘Engage for Health’ – Beyond Pennsylvania

- Present at library and health professional conferences
  - Pennsylvania Library Association 2014
  - Pennsylvania Library Association 2016 (Overview)
  - Medical Library Association 2017 (Special Content Session)
  - Pennsylvania Library Association 2017 (proposal accepted)
  - Public Library Association 2018 (proposal submitted)
  - American Library Association 2018 (proposal submitted)
- Webinar in June hosted by NNLM MAR (URL to register)
- Create an ‘Engage for Health Teen’ version in 2018

Why Should You Offer this Program @ Your Library/Health System?

- Empower Members of Your Community
- Promote Health Literacy @ Your Library/Health System
- Partnership Building for Your Library/Health System
- Support the *All of Us Research* Program

"Being able to help members of my community advocate for themselves and loved ones was amazing!"

"Our community partner, the health care provider added value to the program by illustrating how asking questions can enhance and improve the healthcare experience."

"My best experience with this health literacy initiative was learning more about the evaluation process. Understanding the give-and-take on formulating the questions. It was very helpful to have the group assist in the evaluation design and these skills can be applied to other aspects of my work."

"Attendees wanted to know why more people didn't attend because the quality of the program was so good."

'Engage for Health': A Patient Communication Program

About 'Engage for Health' | Materials for Distribution

Questions? Contact:

Lydia Collins
Consumer Health Coordinator
(412) 624-1411
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Findings from the 'Engage for Health' Pilot Project (2017 Report)

Here is a video of the 'Engage for Health' program that was hosted by the Hershey Public Library in Hershey. PA.This video was produced with funds from HAP.

About Engage for Health

The Hospital & Healthsystem Association of Pennsylvania (HAP) and its Pennsylvania Hospital Engagement Network (PA-HEN) developed 'Engage for Health', a series of tools to conduct a community education program on taking an active role in your health care. In 2016 the Pennsylvania Library Association (PaLA) and the National Network of Libraries of Medicine, Middle Atlantic Region (NNLM MAR) partnered with HAP, the NNLM Evaluation Office (NEO) and the Agency for Healthcare Research and Quality (AHRQ) to update the program and pilot it in 16 libraries across PA.

The 'Engage for Health' program is now available for libraries, community and faith based agencies and health care providers to offer in their communities. If you are interested in offering this program, please feel free to use the materials located on this page and contact NNLM MAR for assistance.

We encourage you to offer this program, use the evaluation materials (and send them to us) as well as let us know about the success of your 'Engage for Health' program.

AHRQ published a case study on the 'Engage for Health' program and the pilot project in PA, read the entire case study here.

'Engage for Health' Program Materials

All of the materials you need to offer the 'Engage for Health' program are freely available. The toolkit includes the presentation slides, speaker notes, role play exercise, pre-post evaluation form (and instructions to send MAR the completed forms), promotional poster and logo.

- Engage for Health Presentation Slides
- Engage for Health Speaker Notes for Presentation Slides
- Engage for Health Role Play
- Engage for Health Pre-Post Evaluation Instructions
- Engage for Health Pre-Post Evaluation Form

URL for Engage for Health Toolkit/Program Materials

‘Engage for Health’: The Video

URL for Engage for Health Toolkit/Program Materials and Video

Resources from NNLM and NNLM MAR

- URL to National Network of Libraries of Medicine
- URL to NNLM Middle Atlantic Region
- URL to NNLM Evaluation Office

- URL to NNLM Class Descriptions
- URL to NNLM Professional Development
- URL to NNLM MAR Consumer Health Resource Guide
- URL to NNLM MAR 'Engage for Health' Resource Guide

A Special Thank You

- Kathy Silks, Former Project Manager, PA Forward and Co-Principal Investigator of Project
- Susan Jeffery, North Pocono Public Library Director and Co Principal Investigator of Project
- Cindy Olney, Assistant Director of the NNLM Evaluation Office
- Jennifer Collins, Director, Public Affairs, The Hospital and Healthsystem Association of Pennsylvania
- NNLM Middle Atlantic Region
- Agency for Healthcare Research and Quality
- 'Engage for Health' Cohort Participants

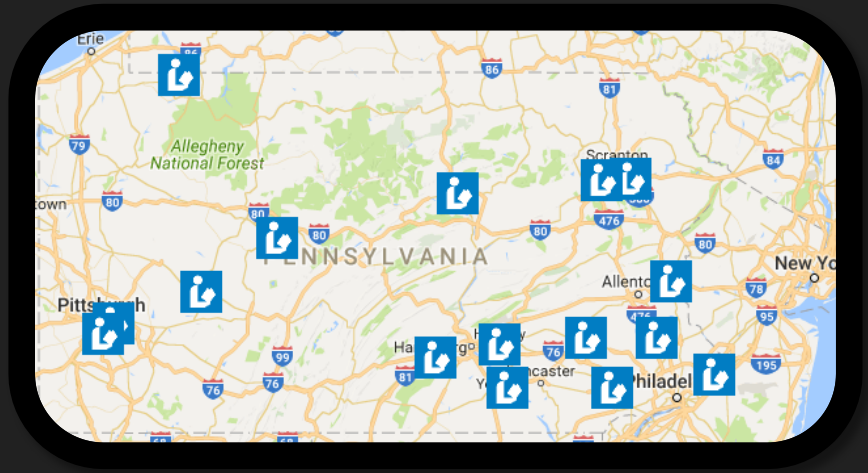
All partner organizations involved in the success of the project

PA Public Library 'Engage for Health' Pilot Project Participants

- Altoona Area Public Library (Jennifer Knisely & Josh McConnell)
- Bosler Memorial Library (Vallie Edenbo & Nicholas Macri)
- Carnegie Free Library of Swissvale (Kate Grannemann)
- Downingtown Library (Karen Smith)
- Easton Area Public Library (Jennifer Stocker)
- Hershey Public Library (Barbara Ellis)
- Indian Valley Free Library (Nicole Husbands)
- Indiana Free Library (Lauri Fletcher)
- James V. Brown Library (Dana Brigandi)
- Clearfield County Library (Paula Collins)
- Kreutz Creek Valley Library (Susan Nenstiel)
- Margaret R. Grundy Memorial Library (Barbara Gerhard)
- North Pocono Public Library (Susan Jeffery)
- Reading Public Library (Nathaniel Thomas)
- Sugar Grove Free Library (Leslie LaBarte)
- West Pittston Public Library (Anne Bramblett-Barr)
- Whitehall Public Library (Brandon Taper)

‘Engage for Health’ Partner Organizations

The Hospital + Healthsystem Association of Pennsylvania
Leading for Better Health



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NNLM MAR serves Delaware, New Jersey, New York and Pennsylvania

For questions regarding the content of this presentation or to request training please contact:

National Network of Libraries of Medicine, Middle Atlantic Region

nnlmmar@pitt.edu

For assistance with implementing 'Engage for Health' please contact Lydia Collins lydia@pitt.edu

Web site: http://nnlm.gov/mar

Phone: 1.412.648.2065

For assistance connecting with a Pennsylvania hospital, contact HAP's Jennifer Collins at jcollins@haponline.org

Connect with HAP on the web (https://www.haponline.org/), Twitter (https://twitter.com/HAPupdates)

& LinkedIn (https://www.linkedin.com/company/1902714)

Connect with Healthy Me PA on the web (https://HealthyMePA.com/), **Facebook** (https://HealthyMePA.com/)

& Twitter (https://twitter.com/HealthyMePA)

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